Cynthia Adrienne Lockley

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Summary

A versatile business communicator with hands-on experience in managing, writing, editing, designing, and publishing World Wide Web pages and software and hardware documentation for commercial and military use. Has publication and project management experience in a variety of fields such as research and development, engineering manufacturing, and education. Works well with people and takes pride in providing high-quality work and meeting deadlines.

Project management

- Investigated requirements for supporting the IBM infoMarket service on the World Wide Web (**WWW**) and set up documentation tools, procedures, and training for the technical writing team.
- Managed a publicity campaign for an International conference attended by over 2300 people.
- **Analyzed** hardware- and software-**currency** and established a project office to track and maintain currency information for ImagePlus products running on the IBM MVS/ESA platform.
- Was the **Product Planner** for user-based pricing of the IBM ImagePlus Object Distribution Manager MVS/ESA; wrote Distribution and Support plans and maintained National Language Support (NLS) plans.
- Owned and administrated three TOOLS-run conference disks on VM .
- Analyzed product requirements, product deliverables, schedules, equipment, and staffing requirements for IBM ImagePlus MVS/ESA projects.
- Managed project **schedules and budgets** using MacProject Pro, EXCEL, Lotus1-2-3, and other IBM internal project management tools.
- Was the **Assistant Project Director** for documentation project contracts with IBM divisions in Tampa, Florida; Boca Raton, Florida; Raleigh, North Carolina; Bethesda, Maryland; and Warwick, England.
- Directed the Usability Lab for a research organization and recruited clients for **human factors testing** of software, hardware, and consumer products.
- **Managed** 53 people in two departments (Configuration Control and Technical Writing) and support staff in a Military Products Engineering department.
- Chaired a study project to **analyze and select a word processing system** for an engineering firm.
- Established a graphics service for the sciences departments and the position of the **Graphic Arts Director** for a physics department.
- Managed the darkroom facility for a physics department.
- Was the Acting Director and Administrative Assistant for a drug rehabilitation program.

Publications management

- Directed the writing, packaging, and production of an information library (hardcopy and softcopy books) for **software products** that run on **MVS/ESA**, **OS/2**, and **AIX (UNIX)**.
- Analyzed the documentation requirements and **directed projects** for PC and mainframe software documentation products and a **World Wide Web service**. Participated in **usability tests** of products and the documentation.
- Was the **Managing Editor** for software documentation.
- Led large teams of technical writers, editors, graphics-designers, and illustrators, including vendor writers and editors.
- Developed **schedules** for writing, review, and production, and prepared resource estimates.
- Tracked tasks and prepared monthly status reports.
- Obtained and analyzed **customer feedback** on the documentation.
- Reviewed information produced by the team.
- Reviewed product functional specifications, plans, and procedures, and evaluated compliance with requirements.

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Publications management, continued

- Resolved product issues with fellow team leaders in product planning, marketing, program development, human factors, and system test.
- Organized the production of online books for distribution on CD-ROM and WWW.
- **Managed** staff of 12 writers, editors, typists, and word processors for software and **military products** at an **engineering manufacturing** firm: P-3C, 14B44, S3A.
- Analyzed and interpreted product requirements, Data Item Descriptions (DIDs), product deliverables, schedules, equipment, and staffing requirements.
- Analyzed existing techniques and procedures and implemented new procedures and technologies in an Antisubmarine Warfare Program Engineering Section; developed Department Operating Instructions (DOIs).
- Reviewed compliance with contractual requirements of the Naval Training Equipment Center (NTEC) and related **military specifications**: MIL-STD-3560.1, MIL-STD-1644A, MIL-M-38784A, FIPS 24, and others.
- Prepared **task analysis** and **measured productivity** to establish bid rates; prepared scopes and bids for proposals.
- Established technical writing department and developed **job descriptions** and **procedures** for an engineering firm.
- Analyzed military specification requirements for flowcharts and recommended that the expensive flowcharts be replaced with pseudo code. The NTEC accepted the presentation and revised the military specifications.
- Was a task leader for documentation and technical analysis support for a **satellite tracking** system and **Space Shuttle software support**.
- Supervised electrical and mechanical drafting and acted as **Configuration Control Board Secretary** providing support to the NASA Landsat satellite.

Technical writing and editing

- Wrote, edited, and tested **HTML** pages for a WWW service, professional societies, and my own home page; created and modified GIF files.
- Used **text tagging languages** such as HTML, SGML, IBM BookMaster, ISIL, SCRIPT, and GML.
- Wrote product documentation from product functional specifications and by using the product and participating in the product design.
- Conducted **technical edits** of software documentation.
- Edited **marketing** and **announcement materials**.
- Resolved content issues among reviewers.
- Established **style guidelines** and wrote **style guides**.
- Wrote documentation for **mainframe, mini-, and microcomputer** software products and other publication types listed on the last page.

Quality assurance

- Tested function and presentation of WWW pages for WWW service.
- Analyzed requirements and recommended projects as a member of the IBM ImagePlus Baldrige Public Responsibility Committee.
- Analyzed, collected, and prepared data as a member of the IBM ImagePlus Baldrige Quality Assessment Team.
- Was the editor and documentation planner for the IBM ImagePlus **Malcolm Baldrige quality assessment** applications for 1993 and 1994.
- Designed standards and formats for Information Development.
- Performed task analysis of ImagePlus products and evaluated users' requirements.
- Conducted and participated in **usability testing (human factors)** of IBM products and of the documentation.
- Monitored and maintained **trademark lists** related to product development.
- Analyzed the IBM ImagePlus manufacturing process and made recommendations for revising procedures.
- Analyzed the IBM ImagePlus Customer User Access (CUA) process and evaluated product compliance.
- Coordinated reviews of product **terminology**.
- Contributed terms and definitions to the corporate *IBM Dictionary of Computing* and *IBM Jargon* dictionary.
- Was a voting member of the ImagePlus Terminology Control Board.
- Was a voting member of the IBM Terminology Review Board.
- Led a **Quality Circles** group at an engineering firm.

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Quality assurance, continued

- Provided technical analysis support for a satellite tracking system and Space Shuttle software support for CSC's Orbit Systems Operation Technical Area of the **NASA Goddard Space Flight Center** on/off-site contract.
- Supervised **electrical and mechanical drafting** and acted as the NASA Configuration Control Board Secretary for the Landsat satellite engineering support; researched and developed configuration management procedures.
- Led a task for cataloguing the products and services of the NASA GSFC Operations Support Computing Division.
- Incorporated configuration changes into engineering documents, reports, and electrical and mechanical drawings.
- Was an Engineering Analyst supporting the Landsat data.
- Developed department operating procedures.
- Analyzed the poor state of the engineering drawings and diazo-based aperture cards for the Landsat project, researched existing technologies, and implemented a **cost savings program** for restoring the active drawings.
- Designed, developed, and coded (in FORTRAN) a computerized engineering drawing and documentation control system.
- Reviewed, evaluated, wrote, and enforced Health and Safety procedures.

Software skills

WWW, HTML, BBEDIT, SGML, **Internet**, Netscape Navigator, IBM WebExplorer, NCSA Mosaic, **TCP/IP**, LaMail, TaP/2, **Lotus Notes**, Microsoft **Windows 95** and Windows 3.1, **Macintosh System 7.5**, OS/2 V2R1, **OS/2 WARP**, AIX/6000, **BookMaster**, ProcessMaster, OfficeVision, **VM/CMS**, Microsoft **WORD**, **EXCEL**, Lotus 1-2-3, **DOS**, Personal Editor 2, **XEDIT**, TOOLS, RACF, HONE, PROFS, **MACPROJECT PRO**, MACPROJECT II, PERT/CPM, DeskGallery, ClipMASTERPRO, DeskArt clip art libraries, **Adobe Photoshop**, Canvas, QuickTake, DeskPaint, MACPAINT, MACDRAW, SUPERPAINT, FULLPAINT, DWSCRIPT, GML, ISIL, SCRIPT, VolksWriter 2 Deluxe and 3, Deluxe Music Construction Set (DMCS), MULTIPLAN, PCAS, MACWRITE, COBOL, FORTRAN IV, VISICALC,BASIC, UNIVAC Data Base Management Systems (DMS 100 DDL/DML), TSO, Harris MUSE, Wylbur, Threads, APL, JCL, numerous computer games, and other software tools.

Hardware experience

Power Macintosh 6100/66, 8100, and **8500**, Macintosh IIci, Apple PowerCD, LaserWriter Pro and Select 360, **IBM** Thinkpad Model 755C (and PS/2 Models 57, 90, 80, 70, XT), Hewlett-Packard LaserPrinter, IBM 3812, 3816, and 3820 printers, IBM 4019 LaserPrinter, IBM System/390, IBM PC, XT, and AT, IBM 3279 terminals, IBM 3274 Control Unit, COMPAQ Portable Plus, Macintosh II and Macintosh Plus, Wang OIS, Apple II+, HP Laserjet II, Apple's LaserWriter, IBM, Macintosh, and Epson dot matrix printers, DEC PDP-11, Harris 300, 500, 800, Perkin/Elmer, Osborne, UNIVAC 1108, 1106, and UNIVAC 1100/40, IBM S/370, IBM S/360, S/360-75, and -91, and Xerox Sigma 5.
She maintained **network communications** with the IBM Information Network, for a research organization.

Marketing communication and support

- Created and maintained World Wide Web pages.
- Edited marketing materials for copyrights, trademarks, style, and technical accuracy.
- Analyzed marketing strategies and participated in marketing plans for new products and services.
- Designed and wrote a monthly **community newsletter** for a civic association.
- Designed and wrote a **newsletter for customers** for communicating development plans and activities.
- Designed and presented two **workshops for customers** at SHARE.
- Participated in **customer** contact **calls** to gather information and listen to customer comments and complaints for software products.
- Provided migration support to customers who were migrating to the latest version of the IBM ImagePlus MVS/ESA products.

Creative writing

- Wrote and published personal and **work-related poetry** and songs for internal and customer events.
- Wrote **internal newsletters**.

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Technical illustrating and photography
- Designed layouts for Web pages and created and modified graphics.
- Worked as an **electrical and mechanical draftsperson** for the Landsat project.
- Created technical illustrations, slides, and photographs for physics, chemistry, biology, and materials sciences departments.

Consultation and training
- Provided **training** on how to create HTML pages for the **World Wide Web**.
- Provided training on how to use **editing tools and software**.
- Installed and configured required software and hardware on my PC, and provided installation assistance and training to others.
- Trained graduate students in the use of the darkroom equipment for a physics department.

Lab technician
- Performed **infrared** and **ultraviolet spectroscopy**.
- Did **crystal** cutting, etching, and polishing.
- Prepared experiments.
- Monitored, calculated, and plotted data.
- Carbonized pitches and measured electrical resistance during carbonization of pitches and thermosetting of resins at a constant heat rate.
- Conducted **differential thermal analysis** of pitches and resins.
- Performed cryogenic work using an **electron accelerator**.
- Drew diagrams, designed, and soldered **electronic circuits**.
- Worked in a **machine shop** with stainless steel and copper using a lathe, drill press, and acetylene torch welder.
- Analyzed and plotted data using an **electron microscope**.
- Maintained Physics Department library.

Translation

Edited, proofed, and **translated scientific** papers and reports from **German into English** for both British and American journals and for reports to NATO.

Production line work

Prepared pins containing set stones for polishing, polished pins, and electroplated pins in a jewelry factory.

Dietary aid

Prepared dishes, measured food, served trays, and washed dishes in a clinical research kitchen in a hospital.

Present position

Web Specialist, freelance web page designer, and technical editor.

Employers

1997 to present	**Pacific-Sierra Research Corporation**, Arlington, Virginia
1988 to 1996	**IBM Corporation**, Bethesda, Maryland; Falls Church, Virginia
1985 to 1988	**American Institutes for Research** (AIR), Washington, DC
1979 to 1985	**The Singer Company Link Simulation Systems Division**, Silver Spring, Maryland
1974 to 1979	**Computer Sciences Corporation**, Silver Spring, Maryland
1974	University of Maryland Department of Physics and Astronomy, College Park, Maryland
1972 to 1973	University of Utah Physics Department, Salt Lake City, Utah
1971	The University of Karlsruhe, Institute for Chemical Engineering, Karlsruhe, West Germany
1970 to 1971	Odyssey House, Inc., Salt Lake City, Utah
1970	O.C. Tanner Jewelry Company, Salt Lake City, Utah
1967 to 1971	University of Utah Physics Department, Salt Lake City, Utah
1966 to 1967	University of Utah Medical Research Center, Salt Lake City, Utah

Employers while in college

While a university student (1965-1971), financed 100% of my college education and living expenses by working part-time jobs doing experimental physics lab work, material sciences analysis, a full-time job in Germany doing chemistry lab work, and also held part-time and full-time jobs as the Administrative Assistant and Acting Director of **Odyssey House, Inc.** (a drug rehabilitation program); as a Production Line Worker for the **O.C. Tanner Jewelry Company**; and as a Dietary Aid in the Clinical Research Kitchen for the **University of Utah, Medical Research Center**.

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Education	• **B.S.**, University of Maryland University College, **Information Systems Management**, 1982. • Post-graduate courses, University of Utah, Linguistics, TESOL, and Modern Greek, 1972-1973. • **B.A.**, University of Utah, **English**, 1972. Language studied: German.
Professional education	• Internal and external courses and seminars on project planning, management, and technical skills.
Community services activity	• Serves on the **Board of Directors** for Vesta, Inc., Adelphi, Maryland: offices held have been Vice Chairperson and Treasurer. • Answered telephones during WETA-TV **fundraising** drive, October 1995. • **Editor** of *Around the Block*, the monthly newsletter for the Cool Spring Terrace Civic Association.
Affiliations	• Society for Technical Communication (STC); senior member, **2nd Vice President**, **Webmaster**, and **Competitions Manager** for the Washington, D.C. Chapter 1996-1997, and **Co-Manager of the Public Relations Committee** for the 1995 international conference and the local chapter 1995-1996; Judge in Online Competition 1996 • Women in Communications, Inc. (WICI); member and Web Page Committee Chairperson • American Association of University Women (AAUW), Maryland • 1993/1994 **Who's Who Worldwide** Registry of Global Business Leaders • Women in Information Processing (WIP); lifetime member
Recent professional presentations	Co-presenter of panel presentation and **workshop** with Kathleen Burke and Jacelyn Swenson to the ACE-NIPS at the University of Maryland University College: "The Internet and WWW: Issues and Challenges for Hands-on Educators", June 14, 1996 Presentation to the STC, Washington, DC Chapter: "Home pages and the World Wide Web", December 12, 1995 Presentation to potential vendors for graphic design for the IBM infoMarket Web pages: "Copyrights, Trademarks, and IBM Corporate Standards", September, 1995 Presented update on the documentation status to the Image Project at the August 1993 SHARE 81 Conference, Washington, D.C. Co-presenter with Santo Collura of a **documentation workshop**: *ImagePlus Publications--Friend or Foe?* at the March 1993 SHARE 80 Conference, San Francisco, CA and at the August 1992 SHARE 79 Conference, Atlanta, GA **Panel Moderator** of On-Line Editing in the Writing and Editing Stem of the 31st International Technical Communication Conference, Seattle, Washington, 1984. Presented results from a Word Processing and Computer Output Microfilm Study to the Division Managers, Staff, and Vice Presidents of The Singer Company Link Simulation Systems Division, Silver Spring, Maryland, 1982. **Chairperson**, Word Processing and Computer Output Microfilm Study. Singer Link SSD, Silver Spring, Maryland, 1981-1982.
Publication types	WWW pages, presentations, workshops, external newsletters, internal newsletters, marketing and announcement materials, promotional articles, technical reports and papers, planning documentation, proposal input, distribution and support plans, project development plans, software and hardware documentation, (general information manuals, installation guides, library guides, messages and codes, migration guides, planning guides, program directories, user's guides, operation guides, README files, and online help), operating procedures, technical papers, military manuals, status reports, style guides, acronyms and abbreviations handbooks, applications, catalog of products and services, descriptive articles, edited and performed in marketing videos, digitized voice for a training simulator.

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Web page URLs

Home page:	http://www.macconnect.com/~lockley/
Additional URLs:	http://stc.org/region2/wdc/www/ (STC WDC Chapter's page)
	http://stc.org/region2/www/ (STC Region 2 Sponsor's page)
Workpages:	http://www.infomarket.ibm.com/

Awards, honors, and recognition

Invited to be an Instructor at George Washington University, Washington, DC to teach courses about the World Wide Web, HTML, and the Information Superhighway, June 1996

Nominated for Director Sponsor of Region 2 of the Society for Technical Communication, May 1996

Member of the STC International World Wide Web Standards Committee, 1996-1997.

Elected as Second Vice President and Competition Committee Manager, Washington, DC Chapter of the Society for Technical Communication, 1996-1997

Invited to be a Judge for the International STC Online Competition, March 1996

Judge for the STC Washington, DC Chapter's Online Competition, December 1995

IBM 1995 Informal Team Award for work on the WWW pages.

Co-manager of the Public Relations Committee for the Washington, DC Chapter, 1995-1996

Co-manager of the Public Relations Committee for the 1995 STC International Conference, 1994-1995

Elected as Vice Chairperson of the Board of Directors of Vesta, Inc., a community services organization in Prince George's County, Maryland, 1994-1995.

IBM 1993 Information Development **Excellence Award** for Customer Excellence, Tier III team award.

Elected as Treasurer of the Board of Directors of Vesta, Inc., a community services organization in Prince George's County, Maryland, 1993-1994.

Included in *Who's Who Worldwide*, 1993/1994.

Elected to the Board of Directors of Vesta, Inc., a community services organization in Prince George's County, Maryland, July 1992.

IBM YEA awards (7) from co-workers in appreciation for her work or help with various activities, 1990-1993.

IBM Informal Awards (4) for work on various projects, 1988-1992.

Featured in a "Catch the Spirit" poster for the IBM Employee Charitable Contribution Campaign, September 1992.

Letters of recognition and appreciation from upper management in Application Solutions Division, the Image Project Office, Marketing, and Development; and from co-workers: June 1989, September 1989, April 1990, May 1990, June 1990, December 1990, February 1991, May 1991, July 1991, August 1991, January 1992, October 1992, December 1992, February 1993, March 1993, and March 1, 1995.

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